

W-02514A-14-0343



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ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

Investigator:

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2015 - 122793

Date: 6/17/2015

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Gary Last: Ginnard

Account Name: Gary Ginnard

Street: N/A

City: N/A

State: AZ Zip: N/A

ORIGINAL

Home:

Work:

CBR:

is: E-Mail

AZ CORP COMMISSION
DOCKET CONTROL

2015 JUN 17 P 4:05

RECEIVED

Utility Company: Quail Creek Water Co., Inc.

Division: Water

Contact Name:

Contact Phone: Arizona Corporation Commission

Nature of Complaint:

OPPOSED DOCKET NO. W-02514A-14-0343

DOCKETED

JUN 17 2015

From: Gary Ginnard

Sent: Tuesday, June 16, 2015 8:07 AM

To: Utilities Div - Mailbox

Subject: Quail Creek Water Company Docket #W-02514A-14-0343

DOCKETED BY

It seems that the latest information we have received is requesting an 80% increase in the base monthly fee just based on the size of our water meter plus they want to charge more per gallon of water also based on water meter size. This is definitely a conflict of interest since the builder is also the owner of the water company, and it was the builder that chose the size of the water meter.

When our home was built, we were not asked to select what size water meter was to be installed in our new home. The builder picked out the size of the water meter and we were not informed we would be charged a premium for the meter or the water as a result of that. And now they want to charge a higher rates for a monthly base fee and then also a premium on the water usage, and the inequity in all of this is they want to charge specific residents more then the rest? Base monthly rate should be equal to all residents not higher for some, and all water customers should be charged an equal amount based on water usage only. To even request such a rate disparity is unreasonable and unfair.

Just because the builder installed a 1 meter in our home, does not mean that we are using more water. We currently are not even full time residents, but we pay more base fee than others that live there all year long. The cost of a gallon of water should be equally priced for all residents. Most all the homes in Quail Creek have the same amount of bathrooms and plumbing fixtures and all are occupied by only 2 or in some cases 1 person. What is the justification for a higher fixed base fee, which includes no water usage, and then a proposed higher per gallon water usage cost? It seems that the builder is penalizing residents that chose to build homes with a larger square footage. So we are penalized for water usage based on the size of the water meter for which we had no choice or control over, certainly not fair to any of the residents now placed in this situation..

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Whatever percentage the rate increase turns out to be, although a 48% rate increase is definitely extreme, the rates should be equitable to all residents. We all have control over the amount of water we use; and water usage should be the only difference in any of the resident's bills.

This inequality needs to be fixed by charging all residents the same flat base rate and using only one set of tiered per 1000 gallon rates. Equal water rates charged for all residents based on water usage only along with an equal base rate, not determined by size of meter or type of home. This is the only acceptable and equitable solution to the rate increase application.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/17/15 DOCKETED CLOSED

End of Comments

Date Completed: 6/17/2015

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